

The Citizen

Thursday, March 9, 2017 | Volume 46 • Number 5

StuttgartCitizen.com



Special edition: PCS season begins

Leaving Stuttgart? Keep this issue handy to find tips, phone numbers, email addresses and websites you'll need



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All good things must come to a PCS ...

By John Reese
U.S. Army Garrison Stuttgart
Public Affairs

If you were fortunate to be stationed in the Stuttgart military community as a service member or civilian, you knew the day would eventually come when it is time to leave.

PCS season annually begins in late March. Making a permanent change of station is something many community members have done multiple times in their careers. Regardless of your rank or job description, PCSing out is a fact of life.

A PCS can be relatively stress-free if you take the time to get organized. This special issue of The Citizen is designed to help you navigate that move. It has phone numbers, web links, tips and more to guide you through the experience. The information in this issue will help whether you if live in government housing or on the economy.

Before doing anything else, check to ensure all of the things that take a lot of time, like renewing your passport, are set in motion (see p.4).

Next, take an inventory of your high-value items long before the packing begins. You can begin this by simply taking photos or videos around your home. Videos are useful to show appliances, electronics, cuckoo clock, etc, are in good working order. Regardless of what you've acquired during your time in Germany, be it antiques, pottery, art and more, recording the items will help should in the event you need to make a claim after you arrive at your next duty station.

High value items that can be carried or sent by registered mail and important documents with personally identifiable information shouldn't be shipped with your household goods. Don't let your passport and CAC (common access card) be inadvertently packed by the movers.

If you live in on post housing, make sure you leave your quarters in clean and undamaged condition. In most cases, personnel may begin making arrangements to clear post 45 days prior to departure. You'll also be asked to complete a mandatory out-processing



Photo by Jason Daniel Johnston, 7th Army Training Command Visual Information
It's nighttime at the Schlossplatz in downtown Stuttgart, and for many it is PCS season, the sunset of their current tour of duty with USAG Stuttgart.

questionnaire at least 30 days before leaving. Getting started early helps to keep the process moving smoothly.

Getting your vehicle ready to ship is another task that can be made easy by starting early. Personally owned vehicles need to be in good condition, emptied of all personal belongings, and very clean inside and out. Make sure the interior is dry, too, for the long journey to your next destination. You'll find pointers for smooth POV shipping on p.6.

The e are many stations to clear before you go, especially if you have a family – stations such as schools, TRICARE, Exception Family Member Program, pets – it won't be stressful if you get organized early. This issue of The Citizen was created to make your departure as pleasant as your tour of duty.

Stuttgart really is a great place to live and work. As the years go by, you and your family will remember this duty station with warm memories.

On or off post, get ready to clear housing

Housing Division
U.S. Army Garrison Stuttgart

Soon it will be time to pack out. Here are some helpful tips to make your departure easier.

If you live off-post, pick up a termination packet at the housing office. Notify your landlord via German registered mail prior to the required notice date, 90 days (in most cases) and 30 days for military clause circumstances. Or, have the landlord sign the termination notice in person. Order your government loaner furniture to be delivered on the date your movers finish packing, at least 30 days in advance of desired delivery date, and then order pickup of loaner furniture and appliances on the day you move out of your rental property. Ensure your government appliances are cleaned and ready for pick-up. Customers should be

on site during the pickup and should report any damages as soon as possible, and make sure all government loaner furniture and appliances have been picked up prior to final inspection.

Housing recommends a pre-out inspection be performed with your landlord 30-45 days prior to final termination to identify any potential problem areas and afford resident time to correct. Schedule final out-inspections 30 days in advance with Pervin Estates. Meter readings must be conducted at the final out check inspection the day you turn in your keys to your landlord. Reminder, meter reading information is required if you're using the UTAP program.

On or off post, be sure to remove all food, and defrost the freezer before it is picked up. User manuals for all appliances should be returned. Any loose parts, such as screw-in feet

for dryers, should be returned (these are often removed by customer when they stack the dryer on top of the washer). Appliances should be clean and ready for inspection.

Be sure to terminate your phone, internet, and other services prior to your final-out inspections.

On final approach

Military personnel should pay their hotel bill in advance and bring to housing for Temporary Lodging Allowance (TLA) processing before they depart. Schedule your final-out inspections 30 days in advance with Housing (on-post). Up to three days of outgoing TLA is authorized for personnel who reside on post, not counting flight date; up to 10 days of outgoing TLA is authorized for personnel who reside off post, not counting flight date.

Important PCS numbers you can use

- Customer Service Desk
DSN 431-2230 or civ. 07031-15-2230
- Unaccompanied Personnel Housing
DSN 431-2236/2337 or civ. 07031-15-2236/2337
- Appliances and Furnishings
DSN 431-2458/2228 or civ. 07031-15-2458/2228
- Off-Post Housing (Pervin Estates)
DSN 431-2318/3484/3485 or civ. 07031-15-2318/3484/3485
- General and Flag Office Quarters
DSN 421-6184/6183 or civ. 0711-7228-6184/6183

For more information, email usarmy.stuttgart.usag.list.dpw-housing-email@mail.mil

The Citizen

published by *AvantiPro*

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Properly out-processing from the USAG Stuttgart community

By Marion Bruce

Human Resources Specialist (Military)
Central Processing Facility
U.S. Army Garrison Stuttgart

All uniformed personnel and civilians (including spouse hires who are not their own sponsor), including Reservists coming off activations of more than 179 days must clear the U.S. Army Garrison Stuttgart community prior to their permanent change of station.

Optional out-processing briefings are offered to all uniformed and civilian personnel, including those separating, retiring or PCSing. These briefings are designed to give only basic information 45-120 days before departure, and include services provided and contact information from relevant agencies (for example, transportation, customs, TRICARE, vehicle registration, housing, VAT/UTAP, the Exceptional Family Member Program and legal, to name a few). Briefings are short, about 5-10 minutes each and generally without time for question and answer sessions. If you have a specific situation or question for any agency, please contact them directly.

Briefings are currently scheduled on the first Wednesday of each month (April 5, May 3, June 7, July 5, and so on), 8:15 a.m.-noon, in Bldg. 2913 on Panzer Kaserne. Space is limited, so call early to sign up!

The CPF staff is currently working to make an on-line briefing available. To sign up to attend a briefing or for information on the on-line briefing, please call or email the CPF.

Out-processing questionnaires

A questionnaire is mandatory for those out-processing and must be turned in to the CPF in person or via email, preferably at least 30 days prior to leaving. Questionnaires are available at the CPF front desk, through E-mail or at the optional briefing described above.

If you are PCSing, everything is backwards-planned from your date of departure/flight date. Please be as precise as possible.

If you are retiring or separating from the service and taking transition leave, please provide the date you begin leave. If you are taking that option, you must complete out-processing before beginning transition leave; you will have no more logistical support, here, once transition leave begins. (Hint: You should be flying out on the date your transition leave begins!) If you are separating or retiring and wish to take leave in Europe near the end of your career, and wish to retain your vehicle and ESSO card privileges, and delay shipment of goods and clearing housing, you will need to take ordinary leave first for your vacation, and then put your uniform back on and out-process during your final two weeks prior to no longer requiring base logistical services.



Photo by Kevin Abel, U.S. Army Garrison Stuttgart Public Affairs

Movers pack out a family's household goods from the Panzer Kaserne housing area, March 2.

The Pre-Clear Period

Once your questionnaire is received, the CPF will automatically include you on an electronic pre-clear roster. Three weeks before your departure date, some agencies (such as Outdoor Recreation, the library, Central Issuance Facility, etc.) will be able to check the names on that week's roster and their computer systems and can pre-clear you if there is no reason for you to physically go to those locations. If an agency pre-clears you then that agency will already have a pre-printed name on your Community Clearance List (CCL). If you haven't been pre-cleared, you will have to go to that agency to resolve any outstanding issues and then get a signature from them on your clearance list.

For those who submit their questionnaire less than three weeks before their departure date, pre-clearance is no longer an option, and your CCL will include all necessary organizations and agencies from which you are required to clear in person. If you submit your questionnaire less than five days before departing, you will also need a memorandum from your noncommissioned officer or officer in charge, detailing by name the individual who will be responsible for finishing your CCL, if necessary.

The CPF will soon debut a new Clearance List specifically for civilians. These civilian clearing papers will not include a pre-clear period. The supervisor of the civilian will have the discretion to sign off on many of the stations, if convinced that their employee has not had any dealings with those specific agencies. The supervisor will be the last signatory and will collect the employee's ID card if the employee is terminating service. A copy of the completed civilian clearance papers must then be provided to CPE.

The Community Clearance List and unit clearing

After your pre-clear week, the CPF will generate your individualized CCL tailored to your situation. There is no standard list! For instance, a Marine who is PCSing from AFRICOM will have a very different set of clearing stations than a Soldier retiring from EUCOM. Two weeks prior to your departure, the CPF will email your CCL directly to the email address you provided on your Questionnaire. (Please be sure to provide at least one email address that you will have access to through your departure date.) Personnel have 10 working days to clear using their individualized CCL. Service members should clear in uniform. If you require more than 10 working days to clear, you must provide a memo from your commander including the mission related necessity and the date clearing papers are required. Please understand that most agencies cannot pre-clear you more than three weeks out, therefore you may be sent to more stations if asking for your clearing papers earlier!

If you are assigned to EUCOM, SOCEUR, or USAG Stuttgart, your unit requirements will be included on your individualized CCL. All other personnel must obtain a unit or agency specific clearance sheet from their administrative office. In some instances, these other unit lists may overlap with the CCL so it is best to obtain both lists before you start in-person clearing so that you can get them both signed off at the same time.

You do NOT need a CCL to begin making appointments with Transportation, Housing, or SATO to schedule flights. Only orders are needed to begin out-processing with those specific agencies. Housing, Transportation, and Vehicle

Registration will sign your CCL when you finish clearing with them.

You must obtain a signature from each agency on your CCL that has not pre-cleared you. Marking these "not applicable" or signing off yourself will result in a "failure to clear" and be reported to your unit. Your unit commander or supervisor would then be responsible to assign someone to finish clearing for you. The worst case scenario is that you may be required to return to Stuttgart at your own expense to complete clearing.

The Final Out

Your "Final Out" appointment to turn in your completed CCL (including commanders/supervisors signature) to the CPF will be set two working days prior to your departure. You are required to come to the CPF office in-person to turn in your CCL.

If you receive an amendment or cancellation of orders, please let the CPF know your new departure date. Your CCL expires 30 days from issuance. Therefore, if you are delayed by more than two weeks after your original date of departure, you will need to submit another questionnaire to begin the process over again.

Auf Wiedersehen from the CPF team

The Central Processing Facility team wishes their best to all personnel as they prepare to leave Stuttgart. Call DSN 431-2599 or civ. 07031-15-2599, or visit usarmy.stuttgart.ID-europe.mbx.cpf@mail.mil.

Got Passport? How to get one before your travel date

U.S. Army Garrison Stuttgart
Public Affairs

STUTTGART — The State Department advises that all U.S. military-affiliated personnel in Germany must apply for passports and Consular Reports of Birth Abroad. Is your passport, and those of your family members, ready for your upcoming permanent change of station?

Before you PCS, the U.S. Army Garrison Stuttgart Passport Office can assist with passport applications for new, renewal, name changes, lost or stolen, or mutilated passports. Its services also include birth registration (includes birth certificate, passport and Social Security number processing). Official passport forms are available at the office.

The garrison Passport Office is located in Room 314, Bldg. 2915, Panzer Kaserne. It's open weekdays, 8:30 a.m.-noon and 1-4 p.m., except Wednesdays, when it is only open 1-4 p.m. The office is closed on all U.S. federal holidays. Customers are asked to arrive 10 minutes early for appointments and to have all documents ready. If you arrive without all of the required documents, there is a chance you will need to reschedule.



Photo by John Reese, U.S. Army Garrison Stuttgart Public Affairs



Courtesy photo

A RAPID passport process

For answers about passports, call DSN 431-2009/2539/2301/2767 or civ. 7031-15-2009/2539/2301/2767.

For easy links to make

To improve passport application processing time and to minimize errors on the application, appointments may be made online using the RAPIDS system. To make it easy to go directly to RAPIDS and other passport-related sites, visit www.stuttgart.army.mil/services-passports.html.

Going green and cleaning up before you clear out

U.S. Army Garrison Stuttgart
Public Affairs

STUTTGART — In each of the three major counties in the Stuttgart area, there are differences in how trash and recyclables are handled.

For on post residents, things are relatively simple. Clearly labeled containers are available in all housing areas, and the online guide details what items can and cannot go into each container.

Although specific procedures vary, most programs divide trash and recyclables into six categories: trash/rubbish, recyclables, paper, organic waste, glass and hazardous waste.

Here are some tips to get help you clean up, while you clear out:

Wertstoffe (recyclables)

Recyclables are things made of metal, plastic, wood such as pots, pans, tools, toys, chopping boards, buckets, watering pots, bowls, colanders, baskets, cups, and boxes. Wertstoffe

doesn't include textiles, vehicle parts, construction debris, CDs and DVDs.

Bio (organic waste)

This is an easy one. Items such as leftovers, eggshells, coffee filters, tea bags, vegetables and fruits, tree-, bush-, and hedge-clippings, flowers and plants, leaves, grass clippings and weeds are bio waste.

Glass

No translation needed here. Glass recycling can vary greatly from area to area. In some places, glass must be taken to glass recycling points and sorted into color-coded bins. In other areas, glass is not sorted and is picked up like other trash on a given schedule. Glass recycling does not include returnable bottles, windows, crystalline glass, spectacles, mirror glasses, dishes and light bulbs.

Altpapier (waste paper)

Paper items such as books, catalogs,

newspapers, magazines, periodicals, correspondence, handouts, notes, wrapping paper, boxes and packing material made of cardboard go into the altpaper bin. Make sure not to throw the following items into the paper recycling: coated and wet strength paper, coated packaging, folder, organic and mineral contaminated paper.

Sperrmüll (bulky trash)

This is residual waste that is too big for the regular trash bin, but does not exceed a given size. For example, in Böblingen, it cannot exceed 2 meters by 1.2 meters by .8 meters, and must weigh less than 60 kilograms per piece. Mattresses, cupboards, bed frames, furniture, carpets, mirrors, suitcases, skis and surfboards are all examples of common bulk trash items. Getting rid of sperrmüll is not costly; in fact, it's sometimes free, but does take some effort and coordination. Some areas have recycling centers and city dumps where

residents can take their trash, and almost all areas have procedures for residents to request pick-up of bulk trash and other non-standard waste. Often these pickups are free of charge, but usually are only offered a limited number of times per year. Contact the agency for your area for more information.

E-waste and hazardous waste

Electronics and hazardous waste must be carefully handled, and there is a wide variance as to how these items are handled. Residents who have these types of waste are advised to contact their local office (contact information for area offices can be found on the garrison website) to arrange for disposal.

Restmüll (regular trash)

Basically, restmüll is anything that does not fit into any of the recyclable categories, and is not hazardous material.



Photo by Chelsea Bissel, U.S. Army Garrison Bavaria Public Affairs

How and where to stash your trash

Böblingen
Landratsamt Böblingen
Abfallwirtschaft, Gebäude D
Parkstrasse 16, 71034 Böblingen
Tel. 07031-663-15 50
Email: awb@lrabb.de
Website: www.lrabb.de/start

Stuttgart
Eigenbetrieb Abfallwirtschaft Stuttgart
Heinrich-Baumann-Strasse 4
70190 Stuttgart
Tel. 0711/216-88700
Email: poststelle.aws@stuttgart.de
Website (German only): www.stuttgart.de/umwelt

Tax offices need to be cleared before you depart

VAT/UTAP Office
U.S. Army Garrison Stuttgart

If you used the Value Added Tax Relief and Utility Tax Avoidance programs during your tour, you probably saved yourself a lot of money. Now that you are PCS'ing, save yourself a headache and clear these offices the proper way.

VAT Office closeout

All customers signed up in the Value Added Tax Relief program are required to come in to the Tax Relief Office during their out processing.

To help in the closeout process, once the customer knows they are PCS'ing, they can stop by the Tax Relief Office and a printout of issued VAT forms can be provided.

The Tax Relief staff will review the customer's account and verify all purchased VAT forms have been returned and cleared from the VAT program.

It is the responsibility of the customer to ensure that all white copies, to include any unused and expired VAT forms, are turned back to the Tax Relief Office before departing.

The e must be 100 percent accountability of all VAT forms purchased by the customer. If a customer has any missing/lost white copies, a pink customer copy can also be used to clear the program.

UTAP Office closeout

All customers signed up in the Utility Tax Avoidance Program are asked to come by the Tax Relief Office

before their final walkthrough inspection. No appointment is needed, walk-ins only.

The UTAP staff will assist the customer in identifying which utility company closeout form is required, answer any final questions and direct the customer to the UTAP website to complete the final utility closeout form. This form must be typed not hand written.

The UTAP customer will need the final meter reading(s) taken during the final inspection walkthrough to complete the utility company closeout form. The utility closeout form must then be provided to the UTAP Office to close the customer out of the UTAP program. Note: Failure to provide the UTAP Office the required closeout documentation could result in continual monthly

payments being withdrawn from the customer's account.

The UTAP staff will review the closeout form for accuracy and verify the customer's civilian email address. The final reconciliation invoice from the utility company will be emailed to the customer.

All UTAP customers are required to leave their bank account open for 90 days past their departure date.

Tax office info

The VAT and UTAP office are located in Room 324, Bldg. 2915, Panzer Kaserne. For more information, call DSN 431-3368 or civ. 07031-15-3368.

More handy phone numbers and office references

Who you gonna call? Call to confirm hours of operation for U.S., German and training holidays.

Army Community Service
Bldg. 2915, Panzer Kaserne
DSN 431-3362 or civ. 07031-15-3362
Weekdays, 8 a.m. to 5 p.m.

ID Card/Installation Access Control
Bldg. 2915, Panzer Kaserne

DSN 431-2333 or civ. 07031-15-2333
Weekdays, 8 a.m. to 4:00 p.m.

Panzer Hotel
Reservations DSN 421-5793 or
civ. 07011-729-5793
Open 24 Hours

Transition Counselor
Bldg. 2915
DSN 431-2191 or civ. 07031-15-2191

Weekdays, 8 a.m. to 4:30 p.m.

Transportation Office
Bldg. 2913
DSN 431-3338 or civ. 07031-15-3338
Mon-Wed, Fri: 7:30 a.m. to 4 p.m.
Thu: 1-4 p.m.

Customs
Bldg. 2913
DSN 431-2731 or civ. 07031-15-2731

Weekdays, 7:45 a.m. to 12 p.m.
and 1-3:45 p.m.

SATO Travel
Bldg. 2307, Patch Barracks
DSN 430-2106/2107 or civ.
0711-656-9240

Bldg. 3300, Kelley Barracks
DSN 421-5812 or civ.
0711-729-5812
Official travel only, weekdays 8
a.m. to 4 p.m.



MARCH 17-19

Patch Barracks

Friday, 10 a.m. - 7 p.m.
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Sunday, 10 a.m. - 4 p.m.

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Clear your vehicle before you try to ship it

U.S. Army Garrison Stuttgart
Public Affairs

STUTTGART — A privately owned vehicle is one of the biggest expenses members of the Stuttgart military community have ever made, and there are a number of steps that must be taken to properly clear vehicle registration.

Even if the vehicle is a “beater,” or if it’s got German specs and it won’t be going to the U.S., it still has to be cleared.

Two ways to ship

There are two ways to ship a POV – government or independent shipping.

When using government shipping, bring a bill of lading from the shipper with the vehicle’s information (the year, make, model vehicle identification number, and color) to vehicle registration, along with the U.S. Army Europe license plates. If the current registration has 90 days or more left, temporary transit plates will be issued at no cost. However, if there are less than 90 days left on the current registration, temporary transit plates will cost \$35 (no inspection is required and the transit plates don’t have to be returned).

The regulations are similar if using an independent shipping company, i.e., bring a bill of lading from shipper with the same vehicle information and USAEUR plates, and the same rules about more or less than 90 days of remaining registration, inspection and not returning the transit plates.

If owner is running out of time, he can designate an agent to ship, sell or dispose of vehicles after he’s left. In that case, both the owner and designated agent must be present to complete the transaction. A power



Photo by Staff Sgt. Frank A. Brown, 18th Military Police Brigade Public Affairs
Whether you keep or sell your car, visiting the VRO is a necessity during PCS.

of attorney can be used on a case-by-case basis if the owner has already departed if the agent provides a copy of the orders showing when the owner left. An agent can only be appointed by the sponsor’s unit commander and must be one paygrade higher than the current owner. A signed memorandum is needed from the unit commander. Spouses are not authorized to be agents.

Agent-owner registration is only valid for 90 days; during that time, the agent has the ability to transfer the title solely into their name prior to the end of the 90 days. Departing owners must maintain insurance for the vehicle until it is shipped, sold, or otherwise disposed. The cost is the same, \$35.

Selling a vehicle

If a seller has a joint-owner on the

vehicle, both parties must be present. If the vehicle has a lien on it, a lien release letter is required. The buyer must have insurance for the vehicle.

If the registration is current and has more than 60 days on it, and the vehicle is newer than nine years old, a Department of Defense ID cardholder buyer can accept the current expiration date on the registration without having an inspection. Vehicles 10 years or older require an inspection within 30 days of the transfer. The transfer cost is \$35.

If the vehicle is sold to a local national or someone who does not have individual logistical support, there are a few more steps involved. The seller must visit the U.S. Customs office in building 2913, room 303 on Panzer Kaserne and obtain a permit to transfer (Army Europe Form 550-175B). The seller must go with the

local national or non-ILS buyer to the local German customs office so the local national can pay taxes on the vehicle. The permit to transfer must have the blue stamp from German customs. The seller must return the USAEUR license plates to vehicle registration, the bill of sale, and permit to transfer to clear the vehicle out of the USAEUR system. If the vehicle has a lien, a lien release letter is requested to complete the transaction.

If an owner has a vehicle that isn’t going to be shipped back or sold, it can be donated to

Family and Morale, Welfare and Recreation Auto Skills Center on Panzer Kaserne for \$75 (includes any towing fees). The POV must have current non-operational or permanent registration. Once donated, the owner will receive a receipt and paperwork showing that the vehicle was turned over to FMWR. The receipt, paperwork from FMWR and license plates (if applicable) go to the VRO to clear the vehicle. If the vehicle has a lien, a lien release letter is required.

Warning! There are consequences if the vehicle is abandoned. Service members will be titled with “abandoned vehicle” under Article 134 of the Uniform Code of Military Justice and the command can potentially take non-judicial actions. Civilians, too, will be titled with abandoned vehicle under Army Europe Regulation 190-1 and local commands can take disciplinary actions. Both service members and civilians are required to reimburse a towing fee of €97.

Vehicle Shipping is located in Bldg. 2931, Panzer Kaserne. Call DSN 431-2617 or civ. 07031-15-2617, weekdays, 8 a.m. to 5 p.m.

Shipping and storing your POV

Story and photo by
SDDC Public Affairs

Many of the same concepts of packing household goods apply to the shipment of privately owned vehicles.

Upon receipt of orders, the Military Surface Deployment and Distribution Command recommends logging on to www.PCSMyPOV.com; once on the website, members can find critical information about turn-in and pick-up location and procedures, appointment scheduling protocols and in-transit vehicle status. Although appointments are not required at all Vehicle Processing Centers, scheduling an appointment with the servicing location can help limit turn-in

or pick-up wait times. Customers who miss scheduled appointments run the risk of extended wait times or delays in services.

In order to process vehicles, customers must bring all paperwork when turning in a vehicle. For the safety of customers and vehicle handlers, it’s also required that all outstanding vehicle safety recalls be fixed prior to turn in.

Detailed information about recalls, vehicle preparation, paperwork requirements and other critical information can be found on the pcsmypov website or through your local Traffic Management or Transportation office. Customers can also call the International Auto Logistics Toll Free Call Center at (855) 389-9499 for more information.



Navigating your move with EFMP

Exceptional Family Member Program

U.S. Army Garrison Stuttgart

STUTT GART — Moving is an integral part of military life. While the opportunity to experience different places can be one of the perks of this highly mobile lifestyle, it's also one of the greatest challenges.

Executing a permanent change of station move in a way that creates a smooth transition for the entire family is rarely as effortless

as some PCS veterans make it seem. But when a family has a child or family member with special needs, it can be even more complicated.

Get updated

Ensure that family members with special needs are enrolled in the Exceptional Family Member Program and that all information is current. This allows assignment managers to consider medical and special education needs of family

members during the assignment process, minimizing the chance that the family member will be sent to location without necessary services. EFMP status must be updated every three years. Service members with families PCSing to another overseas location must be medically screened.

Do your homework

Special education criteria and services, academic standards, access to programs, and promotion and graduation requirements vary from place to place. For military children, it is essential that parents understand these differences. Tapping into resources such as School Liaison Officers, EFMP Coordinator and EFMP System Navigators are a good way to start gathering information about educational services at your new duty station.

Helpful tips for transferring medical records from Stuttgart.

School-aged children

People that have school aged children should consider getting a copy of the child's shot records and last physical.

Copies

Patients interested in receiving a copy of the medical records may do so. Requestors must allow 30 business days for turnaround.

Army and Air Force families

Active duty Army and Air Force personnel and

their dependents will not hand carry their medical records. Records are transferred by mail when the gaining military medical facility requests them.

Navy and Marine Corps families

Active duty Navy and Marine Corps personnel must hand carry their records. Pick up of records requires orders.

The sponsor cannot pick up records for anyone over the age of 18 without a power of attorney, including spouses.



Photo by John Reese, U.S. Army Garrison Stuttgart Public Affairs
The EFMP team assembles for a group shot, Dec. 18, 2016.

Hand carry

Plan to hand carry important documents such as copies of educational records and assessments, individual education plan, medical records and medication refills your family member will need for a few months.

Make the connections

Once you know where you are moving, visit to your local EFMP Family Support

Office. The "e sta" can help connect you with services at your gaining installation's EFMP Family Support Office. Stuttgart EFMP Family Support Office works with all branches of service, Department of Defense civilians, contractors and their families.

For more information, call DSN 431-3362 or 07031-15-3362.

TRICARE before, during, after PCS

By Helen Wise

TRICARE

Stuttgart Army Health Clinic

Before you move to your next assignment, complete a TRICARE portability form. This form provides the necessary information to put you and your family in the permanent change of station mode.

Turn in form and a copy of your orders (required) no earlier than one month before leaving the country. Be accurate about departure date and do not turn in the form if your tickets have not been issued.

During your move, active duty personnel will remain enrolled for 60 days from departure of their last duty assignment to ensure coverage during the PCS. Retirees are covered until

their retirement date. For emergency care, go to the nearest military or civilian emergency room – prior approval is not required. Non-emergency care requires prior authorization from your military treatment facility.

After your move, TRICARE members must enroll at their next duty station; transfer is not automatic.



For more information on moving with TRICARE, visit www.tricare.mil/Moving.

Chaplains can support spiritual resiliency during PCS

By Chaplain (Col.)
Terry L. Whiteside
USAG Stuttgart Garrison

In military life, there is one constant — transitioning from one location to another. Moving can be an exciting time and a negative, unwelcome annoyance. In fact, it is usually ranked as one of the top stressors in the world. If you are planning for, or actively involved in, moving to a new duty station, transitioning to a new career or retiring from military service, chances are that you and your family’s stress levels are quite high. For

many of us, our emotions are on a roller coaster, our worries about every detail is rampant, and tempers are flaring. Chaplains can be an asset in helping you transition and develop the habit of finding positives rather than dwelling on the negatives. The first way a chaplain can assist is in helping you find the correct mental attitude. In the movie “Pretty Woman,” Julia Roberts’ character said “The bad stuff is easier to believe. You ever notice that?” Every little annoyance is not a negative. The focus on the negatives is

called the “negativity bias.” Unfortunately, negativity becomes a huge factor in our temperament during these transitions. But, our lives during this period do not have to be in such turmoil. A chaplain can assist you in developing a caring, supportive network to help you during these times. Chapel families, church and other organizations that you attend can become connections for you — don’t be afraid to share with others and discover for yourself that you are not alone. Chaplains are trained to help others become more resilient in their lives, especially during transitions. Many people rely on past experiences



Photo by Kevin Abel, U.S. Army Garrison Stuttgart Public Affairs
Panzer Chapel

to predict the future. Humans have the ability to make decisions. We lose perspective when things don’t go our way. There becomes a need to shift our reference point in life. When the going gets tough, people don’t always pony up and meet the challenge; they usually start suffering from the “why me” syndrome, a

thinking trap. We need to focus on solutions and not the problems. No man is an island. When we focus on ourselves, negativity becomes our attitude. It presents the need to develop a new perspective. Usually we would rather exaggerate when something goes wrong than to take a moment and step away, and try to look at or reframe the situation. The practice of stepping back helps one to realize that the situation may not be as bad as you fear. Transitioning in or out of the military is stressful. Many people attempt to resist the change and discover that it is just not possible. Everything ends eventually, which also means a new start. Recognize the past is yesterday and look forward to the new day and anticipate the goodness of tomorrow. As the German philosopher Friedrich Nietzsche’s said, “That which does not kill me, makes me stronger.” The USAG Stuttgart chaplains stand ready to assist you in these endeavors. Just give us a call!

USAG Stuttgart Chapel worship services

Protestant Services (Sundays)
8:30 a.m. – Panzer Liturgical, Bldg. 2940
10 a.m. – Robinson Barracks, Bldgs. 115 & 116
10:30 a.m. – Panzer Contemporary, Bldg. 2940
11 a.m. – Patch Collective Protestant, Bldg. 2304
12:30 p.m. – Panzer Gospel Service, Bldg. 2940

Jewish Service
1st & 3rd Friday of each month
7:00 p.m. – Panzer Bldg. 2940 (small side chapel. Enter from the bowling alley side)

Catholic Mass
Monday:
11 a.m. – Patch, Adoration and 11:45 a.m.
Tuesday:
Patch, 11:45 a.m.
Wednesday:
Kelley, 11:45 a.m.
Thursday:
Panzer, 11:45 a.m.
Saturday:
4:15 p.m., Reconciliation
Sunday:
Patch, 9 a.m. and 5 p.m.; Robinson, 12 p.m.

Tips for a successful PCS move

Surface Deployment and
Distribution Command
Public Affairs

SCOTT AIR FORCE BASE, Illinois — Every year, the Military Surface Deployment and Distribution Command provides oversight to nearly half a million personal property moves and seventy-thousand privately owned vehicle shipments for service members, federal employees and their family members. About half of those permanent changes of station occur during the mid-May through August timeframe, known as the “peak season” for moves.

“Our goal is to provide valuable information, tips, and resources related to the shipment of household goods and privately owned vehicles,” said Lt. Col. Todd Jensen, SDDC’s Director of Personal Property. “We know that the moving process can be very stressful, but armed with the right information, your PCS can be a successful one.”

The Personal Property Directorate is the Defense Department’s program manager and administrator for the Defense Personal Property Program, or DP3, which oversees both the household goods and POV shipment programs. Customers interact through three web-based resources: www.Move.mil, www.PCSMyPOV.com, and the Defense Personal Property System or DPS.

Household Goods Shipments

The best way to ensure a positive household goods moving experience is to start the process early, even before a service member receives orders, by creating or reactivating your DPS account through move.mil. Aside from being the system of move execution, the site contains important information to include links to the downloadable “It’s Your Move” and “Shipping Your POV” pamphlets. You will also find contact information to improve the customer’s moving experience.

“DPS accounts can be created as soon as customers learn that they are due to move,” Jensen said. “That’s the first step in the process and the earlier you are in the system, the more familiar you will be with DPS once you are executing your move.”

In addition to DPS, local Traffic Management or Installation Transportation Offices are also available to provide expert help for HHGs or POV shipping. If these installation-based traffic management experts cannot answer questions directly, they have contact information for the next level of support, regardless of the issue.

Once (PCS) orders are received, customers should immediately submit their move request in DPS. Once members submit their counseling

application through DPS, they must provide a copy of their orders and signed shipment application (DD Form 1299) to the Installation Transportation Office in order to complete the mandatory self-counseling process.

SDDC recommends you have more than one pack date in mind when you submit proposed move dates; being flexible during this phase is extremely important. Due to the nature of the peak move season and the potential for limited moving company availability, some installations may require 21 days of advance notice. Having alternate dates can help you avoid unnecessary changes in travel plans and expensive travel purchases. Requested pick-up and delivery dates are not confirmed until the service member and commercial carrier mutually agree on them. Pack, pick-up and delivery dates are normally scheduled on weekdays, and the service member, or designated representative, must normally be available between 8 a.m. and 5 p.m. on those days.

“It’s important to start early, be flexible, and ask questions early and throughout the process,” said Daniel Martinez, SDDC’s Personal Property Business Processes Division Chief.

If the commercial carrier misses the agreed upon pick-up date or the required delivery date, customers may be eligible to file for an inconvenience claim. Member’s should contact the carrier directly, seek assistance from the local transportation office, and check move.mil.

It is important to know your entitled HHGs weight allowance in advance. Any weight shipped that exceeds your entitlement could result in an excess cost to the service member.

“Members can work with their



Photos courtesy of Surface Deployment and Distribution Command Public Affairs
Packers fill tall wooden crates that will travel to a port for shipment.

local transportation office and transportation service provider (TSP) to request a reweigh of their goods if they are close to their maximum weight allowance,” said Martinez.

During the packing process, avoid shipping small or extremely valuable items such as stocks, bonds, jewelry, coins/coin collections or gold bullion. If shipping high value items, ensure they are documented on a high value inventory sheet. Keep these items secured until the inventory is prepared and items have been accounted for.

Changes or updates to the move process must be communicated via phone and email. It is critical that current contact information is updated within DPS. Don’t use phone numbers that may change during the move, or military email addresses that may be unattended or disconnected.

After Your Move

Should the need arise to file a claim for loss or damage to your property; the DPS web based system is how you process claims directly

with the TSP in a quick and efficient way. Inconvenience claims are not filed in DPS but should be filed directly with the TSP. If you need assistance in filing a claim, more specific information on claims is available on move.mil or through your local legal office.

Once the move process is complete, take a few minutes to answer and submit the six question Customer Satisfaction Survey (CSS). This survey is critical to determine future use of your moving company for other customers and families. By submitting the survey, you play a direct role in keeping quality movers in the program and identifying poor performers for removal.

“The Customer Satisfaction Survey is key to the success of the program,” said Jensen. “We take CSS feedback very seriously and use it to ensure better performing movers are awarded more shipments to service for our customers.”

(Editor’s note: Find SDDC tips for shipping your POV on p.6.)

PCS Week is coming soon

SDDC has identified March 20-24, 2017 as PCS Week, an opportunity for the command to educate and inform customers about how the household goods and privately owned vehicle shipment process works. Customers can prepare themselves for the best possible move experience by following the tips provided during PCS Week and from your transportation office. Additionally, become familiar with the information available at www.move.mil and www.pcsmypov.com. Follow SDDC during PCS Week at www.sddc.army.mil/, www.facebook.com/HQSDDC/ and www.twitter.com/HQSDDC.



An 18-wheeler unloads household goods; with PCS season upon us, many more trucks will soon be delivering hundreds of tons of personal belongings.

The ABCs of transferring schools

School Liaison Office

U.S. Army Garrison Stuttgart

If you are PCSing and have students enrolled in any of the Stuttgart community's Department of Defense Education Activity schools, the School Liaison Office, here, can link up with the SLO at your gaining command to provide you with its local DoDEA information and any youth sponsorships available.

Notify the Stuttgart school(s) about your move as soon as you receive your orders; they'll need a copy to get started. The accelerated withdrawal, the earliest date for students to receive full credit for this school year, is May 18.

Ensure you have the following documents for your students:

- Birth certificate
- Social Security Number
- Immunization records
- Legal documents as needed
- Proof of residency/military orders

Contact the school meal program at AAFES customer service to ensure you leave with a zero balance.

You should also request copy of student's cumulative record (in addition to the sealed record for the



Photo by John Reese, U.S. Army Garrison Stuttgart Public Affairs

The Patch Elementary School student body, 535 strong, gather to observe Black History Month, Feb. 27. For a smooth move, contact your SLO as soon as you receive PCS orders.

gaining school). Although Stuttgart schools are sealing the records and letting the parents hand-carry them, having a copy of the records is recommended. Make sure you don't open the sealed package as this will void the official records.

If your student is in any special programs, ensure you get a copy of the Individual Education Plan, Individual Accommodation Plan, or any gifted program. The records are kept separate from your student's cumulative record.

For students in sixth grade and above, it is recommended you get the course description and a title page of each textbook your student uses in classes to give the gaining school the opportunity to see what was taught. Sometimes the course titles are unclear to the gaining school or they don't reflect actual concepts being presented in class.

For students in 10th grade and above, parents should request letters of recommendations from teachers, counselors and administrators

to help students applying for college admissions and programs at the new school, such as the National Honor Society and scholarships.

Go to SLO for PCS info

For more information about transferring your students to their new DoDEA school, contact the School Liaison Office at 430-7465/civ. 0711-680-7465.

PCSing with your 4-legged family members

By Capt. Bret A. Miller

Stuttgart Vet Clinic Branch Chief

STUTTGART — One of the most common phone calls the vet clinic receives during this time of year is from folks who are getting ready to return to the U.S. and want to know how to take their pet with them. As with anything else during a move from one duty station to the next, there are many factors involved and paperwork and planning is everything. Factors that can influence what procedures you need to follow include: species, breed, and age of your pet, your final destination, and which airline your pet will be traveling on. Taking the time to learn the regulations and your options can make your animal's move less stressful for everyone.

First, let's discuss the laws and regulations that govern the importation of an animal from Germany into the U.S. The Centers for Disease Control and Prevention governs the import of dogs and cats into the U.S. However, states and territories often have additional requirements as do certain airlines. In general, dogs and cats are required to have a current rabies vaccine that is at least 30 days old, not be ill with a disease that can spread to humans, be examined by a veterinarian, and have a health



Photo by John Reese, U.S. Army Garrison Stuttgart Public Affairs

The Veterinary Clinic for the Stuttgart military community is located on Panzer Kaserne. For more information on traveling with your pet, or to schedule appointments for vaccinations or health check-ups for your pet, call 431-2681 or civ. 07031-15-2681.

certificate signed within ten days of arrival in the U.S. For dogs and cats traveling to Hawaii and Guam, there are many additional regulations that apply so it is best to do some research online. Hawaii's process can take more than four months to complete. Skipping steps can lead to heavy fine and your pet being quarantined for up to 120 days at your expense. Are you thinking about taking an animal other than a dog or cat back to the

U.S.? Specific regulations depend on the species. The U.S. Department of Agriculture governs the importation of birds, horses, rabbits, and other small mammals while the U.S. Fish and Wildlife Service sets regulations for importing reptiles and fish and the CDC oversee the importation of turtles.

What if your next duty station is not in the United States? Japan and South Korea are two common destinations for families associated with the military. Japan's process involves very specific paperwork and requires your pet to have a microchip, two rabies vaccines, and a blood test. The entire process can take up to eight months to complete. South Korea has similar requirements and mandates that a German federal veterinarian sign your pet's paperwork.

When setting up your flight arrangements, you will need to consider a few things when traveling with an animal. Each airline has its own rules, so you must research them to make sure your pet will be accepted. Some airlines do not allow pets in the cabin on transatlantic flights. Others will not accept brachycephalic or "snub-nosed" dogs and cats as checked luggage. Many airlines also

restrict transporting animals when the forecasted temperature is too high or low at any location on your itinerary.

Shipping your pet unaccompanied as cargo instead of luggage can help ease these restrictions. Another great option for military members is the Patriot Express flight out of Ramstein Air Base. Pets may accompany military members who are on PCS orders. You will need to contact the Ramstein passenger terminal for details on how to get your animal a spot on the plane. One important thing to note with this option is that Patriot Express flights only travel to Baltimore. So be sure to make follow-on arrangements to get to your final destination. Whichever travel arrangements you choose; you should set aside some cash for the airline fees. They can sometimes exceed a few hundred dollars.

Your pet has been with you during this exciting time in Europe. Getting them to your next adventure requires some planning and flexibility but many people and pets have gone before and been happy when it is over. So, start early, research and discuss your options with your family, choose what works best for you and your pet, and let your veterinarian know if you need help.



Photo by Kevin Abel, U.S. Army Garrison Stuttgart Public Affairs

Veterinarian Dr. Jessie Bryant, center, examines a furry family member in the Panzer Kaserne Veterinary Clinic. Getting your pets back home requires planning and flexibility.

Pet shipping tips

- Reserve air space for shipment as early as possible.
- Do a cost comparison of shipping your pet as excess baggage versus air freight shipment, if applicable.
- Provide a sturdy leak-proof crate (lined with absorbent material such as newspaper) that is large enough for the animal to stand, lie down, or turn around in, but not so large that the animal would be battered around in rough weather.
- Let your pet become

accustomed to the crate before shipment by having practice sessions that build in time of confinement. Be sure the pet has a comfortable pad to lie on and a few familiar toys. A leash should also be included with the crate.

- Put identification tags that include an emergency phone number around your pet's neck.
- Print your name and destination address clearly on the shipping crate. Include your pet's name, so that attendants can talk with him/her. If the pet has special

habits — or bites — also include that information.

- Carry a photo of your pet with you.

Feed your pet just a light meal about six hours before shipping — no water within two hours unless it is very hot (or the animal is very small). A water dish that is attached so it cannot tip should be provided, but it should be conveniently located to allow an attendant to provide water at stopovers without being bitten.

- Send dry food along if the trip is long.

- Do not tranquilize the animal.
- Exercise your pet just before shipping so your animal will sleep better during the trip.

• Check with the agent who meets the flight about your pet's progress when you are changing planes.

- Allow plenty of time between connecting flights to be sure your animal is transferred to your flight if traveling with you.

• Arrange to have your pet picked up immediately upon arrival. Airline facilities for pets may be limited or nonexistent.

Leaving Stuttgart: What to

Information and photos provided by, and used with permission from, Stuttgart Airport

Traveling to Stuttgart Airport

You can reach Stuttgart Airport via the exit roads on the A8 (No. 53) or the B27. Please follow the "Departures" sign and park in one of the car parks or parking blocks (liable to charge). Rollimobil offers a special service with barrier-free car hire for people with physical disabilities.

If traveling by bus, the Stuttgart Airport Busterminal is located directly between Flughafenstrasse and Terminal 4, at ground level beneath the newly built P14 car garage. The bus terminal is protected against wind and weather, with the P14 car garage offering complete protection against rain and snowfall. The bus terminal is just one street away from the airport, meaning that passengers can also use the services provided in the terminal building.

Stuttgart Airport can be reached easily by rail, thanks to excellent travel infrastructure. Use the municipal rail lines (S-Bahn) S2 or S3. You arrive without changing at Level 1 of Terminal 1. The S-Bahn station at the airport is accessible to wheelchairs and to the blind. The lifts and ticket machines can be used by wheelchair users. When moving from the S-Bahn level to the Departures area of the terminals, a change of wheelchair is necessary.

Finally, the taxi rank is located directly in front of Terminal 1 on Arrivals Level 2. If travelling from Stuttgart call: Taxi-Auto-Zentrale Stuttgart, tel. no.: +49 711 19410.

You're at the airport ... what's next?

Monitors to the left and right of the entrances to Terminals 1 and 3 will inform you in which terminal the check-in desk for your airline is located. You can also ask at the information desks. Terminal departure levels are directly connected to each other.

Allow plenty of time

Please ensure that you leave plenty of time prior to departure to reach the check-in desk of your airline (90-120 minutes is recommended).

On arrival at the check-in desk of your airline, please present your airline ticket and passport or identity card and hand in your baggage. You will then receive your boarding card with your gate and seat number, and your airline ticket with a receipt for your checked-in baggage.

You'll proceed to your gate after you have checked in. The gate number is registered on your boarding card and can be read on the information



screens/panels. You should go to your gate at least 30 minutes prior to boarding time. Please ensure that you have sufficient time on the way to your gate for security and passport inspections. And remember to have your passport, boarding card and airline ticket handy at all times. Also, listen for announcements on the public address system, and check the display screens again for any changes.

Check-in on the eve of departure is a relaxing alternative way to start your trip. Not only can you check in your baggage free of charge, you can also collect your seat reservation and boarding card. Check-in on the eve of departure is a particularly ideal alternative for families with children, as they can save the time required for check-in on the day of departure. You can proceed directly to your gate with your boarding card, and your trip can begin without any stress.

The availability of check-in facilities on the eve of departure differs considerably from airline to airline. Please check the conditions offered by the airline of your choice carefully, and note that you must also present your passport and airline ticket when checking in on the eve of departure.

Baggage Security

Different rules apply to your airline, can obtain from their official website.

Extra baggage will be charged separately. Hand baggage consists of a small piece of luggage that can be taken into the aircraft cabin. Please use the special fixtures next to the check-in desks to check that your hand baggage does not exceed the dimensions allowed.

Please leave dangerous substances and objects at home. These will be confiscated during the security check. They include explosives, gas bottles and containers, potentially flammable solid or liquid substance, and weapons and ammunition.

Security

Passengers must undergo a security check prior to moving to their gate. Security personnel will check you for metal objects with a detector. Your handbag and hand baggage are checked in an X-ray machine. Place your coat or jacket and any objects containing metal (e.g. keys or loose change) in the containers provided – this will speed up your inspection. And make sure you are not in possession of prohibited articles. Please note that any notebook, video camera or photo



Stuttgart Airport is easy to reach by S-Bahn, bus or car.



What to do on the day you depart



Have your passport, boarding card and airline ticket handy at all times, and take note of public address announcements and the display screens.

camera in your possession will be subject to close examination.

Checking in and traveling with pets

Please contact your airline in advance about the approved species and the terms and conditions of transport. The transport of dogs and cats is generally permissible, while rodents are strictly excluded. However, every airline has its own rules and may grant exceptions, e.g. for birds.

Inform your airline well in advance that you will be travelling with your pet. The veterinarian responsible for the animal will provide you with the required pet passport, in which all vaccinations are recorded. The unique identification of the animal is ensured by the implantation of a microchip on which all relevant data is stored.

Provide a suitable transport box or kennel for the transport of the animal. This can be purchased at a pet shop (the sale or lease of a transport box is not possible at the airport).

Pets in the cabin or cargo hold

Plan sufficient time to be at the airport at least one and a half hours before departure. You need a pet passport for checking in the animal, which you should carry with you at all times. Please note that late-night check-in is not possible for animals. Your animal is weighed, brought into the security area and then put into the transport box.

Animals which comply with the airline-specific hand luggage size and weight specifications may be taken on board. You should check with your airline beforehand whether the animal may be transported in a flexible (soft) bag or in a plastic box.

Animals that do not comply with the hand luggage size and weight specifications will be transported in a heated cargo hold. Label the transport box

with the animal's name, full address as well as the telephone number. In accordance with the animal welfare ordinance, the animal must be able to lie, sit, stand and turn around inside the transport box. The transport box must also be equipped with a water bowl and sufficient absorption material.

Please contact air cargo for information on the transport of larger animals, such as horses.



If your pet is flying with you, be at the airport at least an hour and a half before departure, and remember to have your pet passport with you at all times.

Planes, trains and automobiles

If traveling by car and using a navigation system, use Flughafenstrasse 32, 70629 Stuttgart.

To find the latest information about your train, visit www.bahn.de/p/view/service/auskunft/puenktlichkeits_tools.shtml.

For flight information, visit www.stuttgart-airport.com/arrival-departure/departures